

SEWER BACKUP INTAKE REPORT

Complete this checklist each time a backup is reported. Help the caller remain calm and rational. Show empathy and maintain a professional manner. Never insinuate or admit any fault on the part of either the caller or the municipality.

Name of Caller: _____

Date of the call: _____ Time of the call: _____ a.m./p.m.

Approximate date and time of the overflow, if different than above: _____ a.m./p.m.

The location address, or nearest cross street: _____

Location of overflow (basement, restroom, laundry room, etc.) _____

Approximate size of overflow in gallons: _____

Immediate health or safety issues: _____

Property at risk or affected by the overflow: _____

Is the overflow expanding, stationary or receding? _____

What has or is being done by the caller or others? _____

The caller's phone number(s): _____

INSTRUCTIONS TO THE CALLER

1. Instruct the caller to take proper precautions to minimize loss and potential health effects:
 - Keep children, pets and others out of the overflow.
 - Electrical appliances in affected areas present an electrocution hazard.
 - Move uncontaminated property away from the overflow area.
2. Clearly communicate who will be out to the site and approximately when they should arrive.
3. Explain what area(s) they will need to have access to.
4. Explain how the action to be taken is dependent upon the location of the blockage:
 - If blockage is in the municipality's main lines it will be promptly cleaned.
 - If blockage is in the owner's lateral line, the municipality cannot work on private property.
 - In that case, inform callers that they must contact a local sewer service or cleanup firm. You may wish to offer a prepared list of cleaning contractors (without recommendations).
5. Give the caller your name, title and phone number.
6. Never respond to questions about legal responsibility. Explain that the municipality's insurance provider will investigate any responsibility for the backup.
7. Record the information in a daily or weekly incident log.
8. Quickly refer the call, and forward a copy of this report to the appropriate field office and insurance carrier.